

# **Detroit Water and Sewerage Department**

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## **Meeting Agenda - Final**

**Wednesday, February 6, 2019**

**1:00 PM**

**Customer Service Committee Meeting**

**5th Floor Board Room, Water Board Building**

**Customer Service Committee**

## 1. CALL TO ORDER

## 2. ROLL CALL

## 3. APPROVAL OF AGENDA

## 4. APPROVAL OF MINUTES

*January 8, 2019*

## 5. PUBLIC PARTICIPATION

## 6. COMMUNICATIONS

*None*

## 7. UNFINISHED BUSINESS

*New Administrative Policy (18-0095)*

## 8. NEW BUSINESS

A. [19-0034](#) Mort Crim Communications, Inc.

Sponsors: Jones

Attachments: [MCCI Integrated Marketing & Communications Year in Review](#)

B. [19-0035](#) Metrics

Sponsors: Gabon

Attachments: [Metrics-1.31](#)

C. [19-0042](#) Customer Service - CAST Team

Sponsors: Gabon

Attachments: [CAST Team](#)

D. [19-0043](#) Service Interruption

Sponsors: Customer Service/Meter Operations

Attachments: [Service Interruption](#)

## E. Revised Planning Calendar (17-0127)

## 9. OTHER MATTERS

## 10. NEXT MEETING

*March 6, 2019*

**11. ADJOURNMENT**